

American Embassy, Amman

Vacancy Announcement

ANNOUNCEMENT NUMBER: 13-76

OPEN TO: U.S. Citizen Eligible Family Members (USEFMs) – All Agencies

POSITION: Computer Management Assistant

OPENING DATE: August 22, 2013

CLOSING DATE: September 4, 2013

WORK HOURS: One position (40 hour work week)

SALARY: *EFM: (Position Grade: FP-7)

ALL APPLICANTS MUST BE U.S. CITIZEN ELIGIBLE FAMILY MEMBERS (USEFMs) TO BE ELIGIBLE FOR CONSIDERATION. DEFINITION OF USEFM IS PROVIDED LATER IN THIS ANNOUNCEMENT.

The U.S. Embassy in Amman is seeking an individual for the position of Computer Management Assistant in the ISC.

BASIC FUNCTION OF POSITION:

The incumbent serves as a customer service provider for the Information Systems Center. The position is responsible for trouble free operations of the Mission's IT infrastructure. This position acts as the primary interface between the user community and the Information Systems Center (ISC) office and is the vital point of contact at the help desk level in resolving myriad day-to-day queries and problems.

The incumbent has responsibility for maintenance of the desktop client environment. The job holder will perform all ISC operational tasks required to maintain the client environment. This also includes patch management, anti-virus updates and imaging or re-imaging ("ghosting") of all OpenNet, Dedicated Internet Network (DIN) and standalone PCs.

QUALIFICATIONS REQUIRED:

NOTE: All applicants must address each selection criterion detailed below with specific and comprehensive information supporting each item as well as supporting documentation

1. Bachelor's Degree in computer Science, MIS or an equivalent Information Technology degree is required.
2. Three years of progressively responsible experience as a computer operator or relevant desktop support experience on a medium-to-large computer system is required.
3. Level 4 (fluent) in speaking and reading English is required. English proficiency may be tested.
4. Requires knowledge of Windows environment and computer hardware and software at an intermediate or advanced level, experience with troubleshooting Microsoft OS (Windows 7), Active Directory, Microsoft Office suite, and networking/client-server applications experience.
5. Must be able to obtain and retain a Top Secret security clearance.

SELECTION PROCESS:

When fully qualified, U.S. Citizen Eligible Family Members (USEFMs) who are U.S. Veterans are given preference. Therefore, it is essential that the candidate specifically address the required qualifications above in the application. The USEFM does not have to be residing in country to be considered, but the sponsoring employee under COM authority must be officially assigned to Post.

ADDITIONAL SELECTION CRITERIA:

1. Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.
2. Current employees serving a probationary period are not eligible to apply.
3. Anyone who is not a U.S. Citizen EFM (as defined below in the definitions section) is not eligible to apply.
4. Currently employed U.S. Citizen EFMs who hold a Family Member Appointment (FMA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment.

5. The candidate must have at least nine months remaining at post from the closing date of the vacancy.
6. Per Post Management Policy number 31, we only welcome applications when the USEFM is within 30 days of arrival.
7. Successful candidate must be able to obtain the required security clearance.

TO APPLY:

Interested applicants for this position should submit the following:

1. Universal Application for Employment (UAE) as a Locally Employed Staff or Family Member (DS-174); **or**
2. A current resume or curriculum vitae that provides the same information found on the UAE (see Appendix A); **or**
3. A combination of both; i.e. Sections 1 – 24 of the UAE along with a listing of the applicant's work experience attached as a separate sheet; **plus**
4. USEFM candidates who claim U.S. Veterans preference must provide a copy of their DD-214 form with their application. USEFM candidates who claim conditional U.S. Veterans preference must submit documentation confirming eligibility for a conditional preference in hiring with their application.
5. Any other documentation (e.g. essays, certificates, awards) that addresses the qualification requirements of the position as listed above.

SUBMIT APPLICATION TO:

Human Resources Office

Applications can be submitted electronically through AmmanEmployment@state.gov.

DEFINITIONS:

USEFM:

An EFM who meets all of the following criteria:

1. U.S. citizen; **and**

2. Spouse or same-sex domestic partner (as defined in 3 FAM 1610) or a child of the sponsoring employee who is unmarried and at least 18 years old; **and**
 3. Listed on the travel orders or approved OF-126, Foreign Service Residence and Dependency Report, of a sponsoring employee, i.e. a direct-hire Foreign or Civil Service employee or uniformed service member who is permanently assigned to or stationed abroad at a U.S. mission and who is under Chief of Mission authority; **and**
 4. Is residing at the sponsoring employee's post of assignment abroad or is residing at an Involuntary Separate Maintenance Allowance (ISMA) location authorized under 3 FAM 3232.2.
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CLOSING DATE FOR THIS POSITION: SEPTEMBER 4, 2013

The US Mission in Amman provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.

The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.

Appendix A

If an applicant is submitting a resume or curriculum vitae, s/he must provide the following information equal to what is found on the Universal Application for Employment (UAE):

- A. Position Title
- B. Position Grade
- C. Vacancy Announcement Number (if known)
- D. Dates Available for Work
- E. First, Middle, & Last Names as well as any other names used
- F. Current Address, Day, Evening, and Cell phone numbers
- G. U.S. Citizenship Status (*Yes or No*) & status of permanent U.S. Resident (Yes or No; if yes, provide number)
- H. U.S. Social Security Number and/or Identification Number
- I. Eligibility to work in the country (*Yes or No*)
- J. Special Accommodations the Mission needs to provide (*Yes or No; if yes, provide explanation*)
- K. If applying for a position that includes driving a U.S. Government vehicle, Driver's License Class / Type
- L. Days available to work
- M. List any relatives or members of your household that work for the U.S. Government (include their Name, Relationship, & Agency, Position, Location)
- N. U.S. Eligible Family Member and Veterans Hiring Preference
- O. Education
- P. License, Skills, Training, Membership, & Recognition
- Q. Language Skills
- R. Work Experience
- S. References

Failure to do so will result in an incomplete application, which will therefore deem the applicant ineligible for the proffered position.